## **DHS UPDATE**



#### DHS ORGANIZATIONAL REVIEW PLAN

**Three-Phase Review** 

March - April:

1. Phase One - 60-Day Review of Core Business Structures

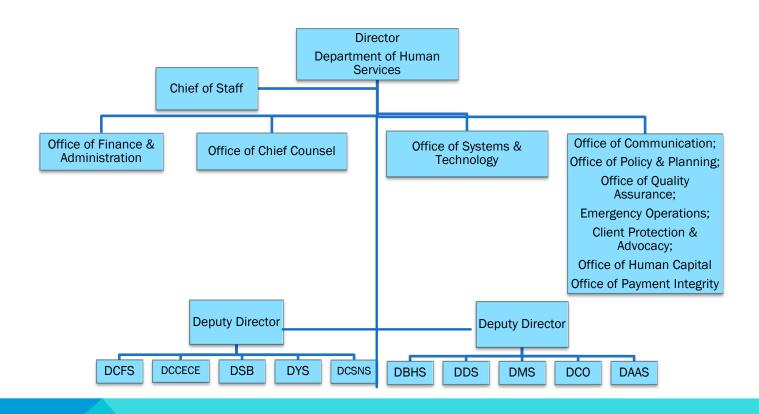
May – July - Initiate implementation of Phase One changes

June - September: 2. Phase Two - Client & Efficiency-Centered Review of Program Operations

3. Phase Three - Personnel & Human Resources Review

**October** - Initiate implementation of Phase Two and Three changes (Note: Changes likely to require some legislative action and coordination with ongoing OPM personnel policies review)

### **CURRENT DHS ORGANIZATIONAL STRUCTURE**



#### **SUMMARY**

- DHS has hard-working, dedicated employees with a great deal of expertise and a deep commitment to serving their fellow Arkansans.
- Ten divisions with independent Finance, HR, IT, and Procurement operations and an additional ten executive level offices that provide limited level of division support
- Ad hoc interactions with key external entities (legislature, community engagement)
- Very limited centralized reporting or oversight
- Very limited metrics or data collection established to measure performance
- Result:
  - NO centralized visibility at the Director's Office of the core business functions of the agency
  - NO clarity on accountability and responsibility
  - NO strategic or effective focus on external engagement

# Phase One Reorganization: Central Offices for DHS-Wide Core Business Functions

Governor Direct report to DHS Director **Asa Hutchinson** New role **Department of Human Services Director** Cindy Gillespie **Chief Financial** Officer (CFO) Chief of Staff Chief **Procurement** Officer (CPO) Chief Information **Deputy** Officer (CIO)1 **Deputy** Director Director **Chief Human** Resources Officer (CHRO) Division of Division of **Chief Counsel** Division Division of **Behavioral** Services of Medical Youth Health for the Blind Services Services Services Chief Legislative & Intergovernmental **Affairs Officer** (CLO) Division of Division of **Division Child Care** Children Division of Division of Chief of Aging and Family & Early Developmental County and Adult Communications Childhood Services **Disabilities Operations** & Community Services Education **Engagement** Officer (CCO)

#### **High level points**

- Creates line of sight into all functional services
- Enables
  accountability
  and authority for
  each of the
  functional roles
- Increases
  collaboration
  and decision making between
  business
  functions
- Improves ability to recruit top talent
- Emphasizes strategic benchmarking and performance management
- Allows DHS to better serve legislative needs by creating the Chief of Legislative & Intergovernment al Affairs role

<sup>1</sup> CIO title exists within DHS today, but role and responsibilities in the new structure would be redefined